



**Governor's Advisory Council  
To The Division of Developmental Disabilities**

November 16, 2017  
1056 Governor's Avenue  
Dover, DE

**Council Members:**

Terri Hancharick, Chair  
Thomas Rust  
Tim Brooks  
Angie Sipple  
Gail Womble  
Susan Pereira

**Staff Members:**

Lynda Lord  
Terry Macy  
Rebecca Reichardt  
Katie Howe  
Nicole Lawless, Minutes

**Guests Present:**

Terry Olsen, ARC of DE  
Vivian Turner, CERTS, Inc.  
Carol Keaton, Parent

**Review of Previous Meeting Minutes**

Council members reviewed and approved minutes from the October meeting.

**Old & New Business**

**Budget Update**

Rebecca led the discussion, beginning with an update on the budget hearing. The budget hearing was one of the faster hearings for the department. DDDS is awaiting the Governor's recommended budget, which will be released in January. The division will not have information until after the recommended budget has been released.

**Service Integrity & Enhancement (SIE)**

Katie led the presentation with an update on SIE systems and processes. The incident management system currently has a pending late spring roll out. A web incident form will be available online soon. SIE is currently ensuring time frames have been embedded into the process with ticklers for both providers and DDDS staff. Changes and updates will also be time stamped in Therap. The system will include a link any person can access to submit a report about abuse and neglect, including a multi-tiered system with explanations of what abuse and neglect are. New policies in progress will also provide

explanations. Submissions will be screened by DDDS with consideration of support plans, patient rights, and other criteria for critical submissions.

Members asked if parents will be notified when a critical incident is reported. The Office of Incident Resolution will notify guardians (via phone call and letter) stating that an investigation has been initiated. Katie explained that details are only sent in accordance with state guidelines from the Attorney General. Members asked to see a copy of the letter/form sent to guardians and stated that parents should have access to Therap. Some members also suggested the division create brochures with information about the new system.

Katie also provided an update on the SIE data system, which is currently in the development/testing phase.

### **Rate Study**

Terry provided members with an update on the rate study. The division has been in contact with the contractor who developed the previous study and has plans to reach out for an update. The division plans to contact providers to see what issues they would like addressed. DDDS is looking for providers to provide more information as there is currently insufficient data from the past. There is currently no target date for completion, as scheduling still needs to take place.

### **HRC & PROBIS**

HRC and PROBIS are currently undergoing significant modifications. HRC will focus on rights issues and PROBIS will focus on medication issues. Providers have been impressed with the BA's who have come in to present so far. PROBIS meets twice a month with a committee of 4-5 member for the entire state. The current goal is for PROBIS to discuss and review supports instead of making judgements. HRC will review rights complaints and rights exceptions. Terry explained that a larger HRC membership is needed to have enough participants on a monthly basis. The HRC membership is currently low in New Castle and Sussex County. Individuals are learning that they can come to the HRC with rights complaints and DDDS hopes to do more education about rights for clients. A DDDS BA will work with the agencies and go through each case outside of these meetings.

Members expressed concerns about individuals who stay on medications long term and the side effects. DDDS is working with Dr. Gallucci and his team in a medication study. A written study proposal has been submitted to the DHSS Secretary's study group and approved. Terry explained that the Secretary would like DDDS to engage families and individuals in the work.

### **Lifespan Waiver**

DDDS is moving along with the implantation of waiver services. DDDS and DMMA are working together on resolving any billing issues.

A roll out plan for providers includes new criteria detailing what DDDS will look at if you are interested in providing services. All current providers will receive an email until the information is available on the website. DDDS wants to see that providers are meeting current requirements with their other affiliated agencies. Providers should submit a business plan and show how they plan to provide and manage services.

## Respite

Lynda provided a Respite update, discussing the increase in use of this service and new budget constraints. The number of individuals receiving respite services has quickly increased. This is a result of individuals learning about available services through Community Navigators. The cost to accommodate respite requests in FY18 is likely to exceed the budget. In FY16, 61 new families joined respite. In FY18, there are currently 41 new families within the first four months. Respite is currently a as budget allows program with \$531,000 encumbered out of a \$1 million budget. As a result, all respite requests received October – December 2017 have only been permitted \$375.00 compared to the normal maximum. Members agreed that this is an appropriate approach to provide services for as many families as possible. DDDS enforces an hourly rate of about \$10 per hour. Families currently receive the money tax-free. In the future, the money will go through a broker for use by the family. The broker will then hire the person providing the services.

## NASDDDS

Two DDDS staff members attended the annual NASDDDS conference. The finance committee discussed collaboration in Washington and their direction on waivers. Senators are currently trying to work towards the common good.

## ASSIST

Terry shared with the member that DDDS is looking to move ASSIST from a state only funded operation. The division is currently looking for better cooperation with DSAM as they already have a working relationship with kids.

## Staffing Update

Members were provided with an update on the DDDS Division Director position. Interviews for the position began the week prior and will continue during the current week.

## Future Meeting Agendas

Members requested DDDS bring in providers (day and residential) to speak with GAC members. The council agreed that it would be beneficial to begin with new providers and work backwards to older providers.

The January meeting will include a Columbus representative and Stacy Watkins.

## Future Meetings

FY 2018 Governor's Advisory Council meetings will occur the third Thursday of the month at 11:00 a.m.

February 15, 2018	11:00 a.m. – 1:00 p.m.
March 15, 2018	11:00 a.m. – 1:00 p.m.
April 19, 2018	11:00 a.m. – 1:00 p.m.
May 17, 2018	11:00 a.m. – 1:00 p.m.
June 21, 2018	11:00 a.m. – 1:00 p.m.